



Fiscal Year 2007 Performance Report

To Whom It May Concern:

In December of 2006, the 3-1-1 Helpline experienced a server crash that resulted in the loss of all data stored on that server. Statistical data from our customer service response system was recoverable. However, our customer satisfaction surveys and other data were lost and could not be recreated.

As a result of the above noted, the following pages provide limited information for Fiscal Year 2007. Many of the graphs and various other information included in the past will not be available in our performance report for FY 07.

FY 2007 Accomplishments and Events

Graffiti

Incoming Council Members emphasized Graffiti prevention & abatement. The 3-1-1 Helpline launched a dozen new SR Types to document and resolve various aspects of public defacement.

Mayor Mail Tracking

After actual launch May 15, 2006 (*technically FY06*), intense support activity continued throughout FY07. **Mayor Mail Tracking** – a major internally-focused initiative expanded use of our Customer Service Request (**CSR**) System to every department, citywide. We launched three dozen new SR Types to document, route, investigate & resolve correspondence to our Mayor.

Hurricane Evacuation

After manually processing hundreds of requests for evacuation from Hurricane Rita in 2006, we worked extensively with METRO to develop a dozen new SR Types for similar contingencies. This project was launched in stand-by mode June 19, 2006 – (*FY06*). In **FY07**, we developed a detailed User manual and training material for METRO users. With the Office of Emergency Management (**OEM**), we designed and launched two SR Types to evacuate citizens with special medical requirements.

FY 2007 Accomplishments and Events (continued)

Parking Management

During August 2006, we launched the SR Type “Parking Meter” to document and resolve problems with parking meters in downtown Houston.

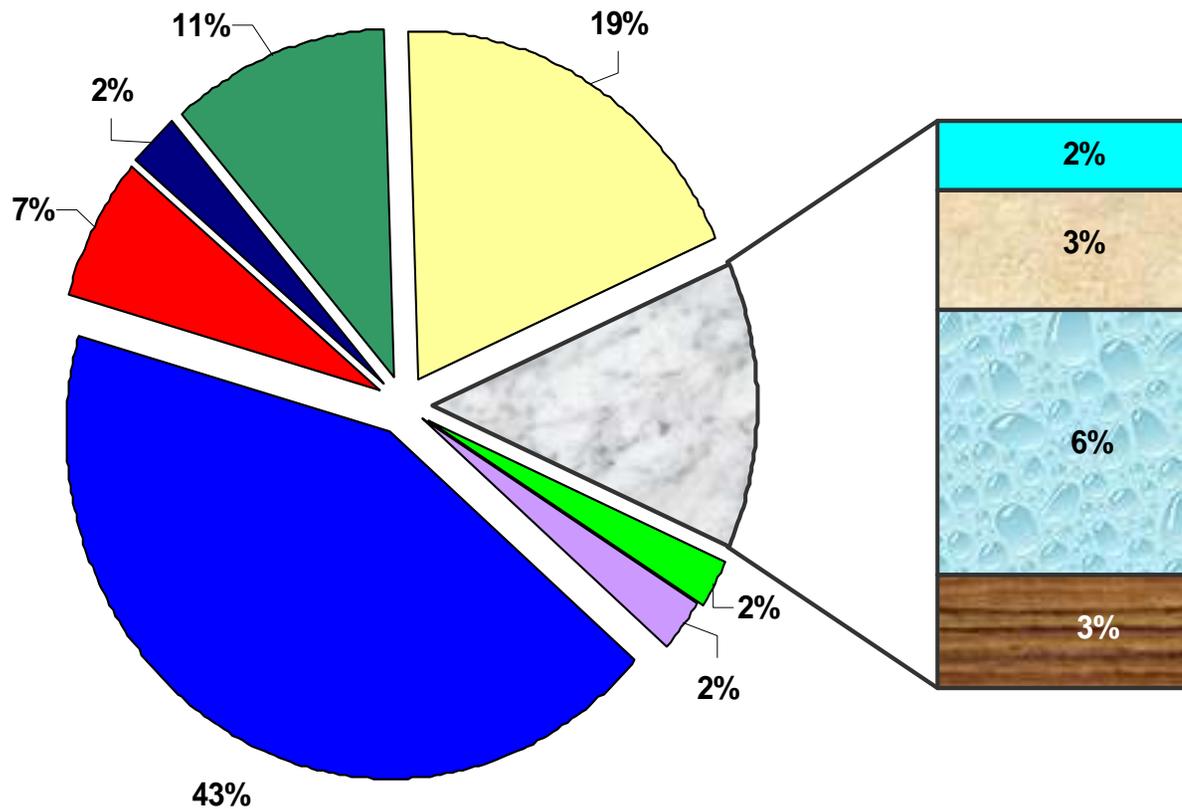
3-1-1 Helpline Director – Keynote Presentation – Edmonton, Canada

In October 2006, at the Leadership Speaker Conference in Edmonton, Canada, 3-1-1 Helpline Director Gloria Bingham presented the keynote address: **Houston’s Approach To Centralizing Non-Emergency Services**. Your 3-1-1 Helpline continues to be the international model for successful implementation of municipal customer service centers.

SWM – Yard Waste Bag Request

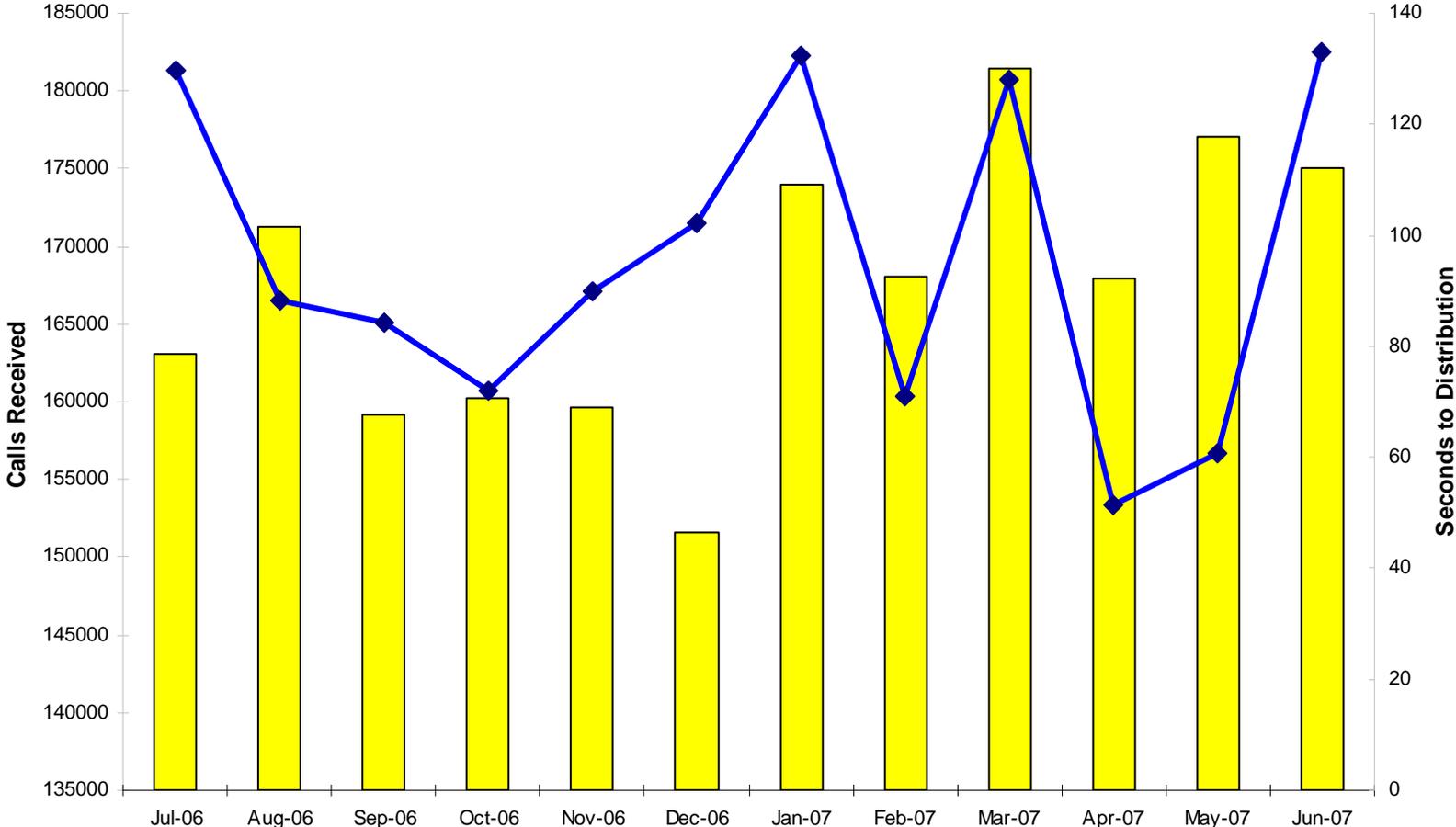
In April 2007, Solid Waste Management conducted a Pilot program to provide biodegradable bags for Yard Waste Composting. We developed and launched a new SR Type to document citizen requests. The pilot concluded May 31, 2007.

FY 07 Transactions Provided by Service Department



- Convention/Entertainment
- Health & Human
- Municipal Courts
- Police
- Police - Neighborhood Protection Corps
- PWE - ROW
- PWE - All Other
- PWE - Utility Maint
- All Other
- Solid Waste

FY 07 Monthly Calls Received Including Average Time to Distribution



3-1-1 Transactions Performed Since Inception

Department	FY 02	FY 03	FY 04	FY 05	FY 06	FY 07
Affirmative Action	827	974	782	524	389	382
Aviation	865	582	747	858	1,040	816
Building Services	1,736	866	754	870	945	704
City Council	4,624	4,235	4,393	3,666	4,131	3,513
City Secretary	4,266	2,428	2,774	2,386	2,072	2,163
Controller's Office	860	590	599	574	706	573
Convention & Entertainment	1,385	1115	1,285	1,436	17,363	46,793
Finance & Administration	41,677	10,824	6,184	4,852	9,907	8,329
Fire Department	3,639	4,315	5,631	6,365	6,530	6,542
Health & Human Services	11,757	20,671	25,232	22,626	37,671	51,786
Housing & Community	3,589	2745	2,694	4,741	4,750	5,269
Houston Emergency Communications Center	N/A	N/A	96	174	1,430	324
Human Resources	10,140	8,772	8,496	9,595	8,495	6,590
Information Technology Department	N/A	119	440	504	1,331	386
Legal Department	2,394	2,103	2,145	2,217	2,281	2,730
Library	1,557	3,377	2,146	2,434	2,422	2,628
Mayor's Office	8,261	5,097	6,523	8,058	9,052	5,845
Municipal Courts	377,954	482,420	590,512	756,623	835,964	913,057
Interactive Voice Response (IVR Municipal Courts)	716,200	692,416	491,077	318,005	215,440	145,062
Parks & Recreation	5,458	6,660	8,223	10,448	10,352	10,821
Planning & Development		17,970	20,178	14,445	7,742	5,243
Planning & Development Neighborhood Protection Division	16,882	31,235	30,230	10,219	215	N/A
Police Department	45,841	48,230	58,014	93,801	127,490	143,456
Police—Neighborhood Protection Corp				25,481	40,104	49,418
Public Works & Engineering	276,756	210,207	231,620	246,523	290,123	282,119
Solid Waste Management	162,878	170,498	160,306	208,906	235,306	233,086
All Other	182,144	215,657	215,161	253,950	433,652	336,965
* Aug 1-9, 2001 manual count in transition for 3-1-1 Go Live	38,404					
Total Transactions Provided	1,920,094	1,944,106	1,876,242	2,010,281	2,306,903	2,264,600

Self-Serve Web Intake Participaton

